

Telehealth information

Providing therapy over the internet or phone

This information should be read in conjunction with the New Pathways Contract, Terms and Conditions: *'N-PContractTs&CsSept2021'*.

Delivering Speech and Language Therapy remotely or virtually is referred to as teletherapy, a type of telehealth. Consent is gained prior to conducting telehealth, see separate document: *'N-PIInformationConsentSept2021'*.

Consent of the patient or service user for telehealth will be sought via email, telephone or text prior to videoconferencing (e.g. Zoom, Skype or Facetime). Consent on an individual occasion is implied by accepting the invitation and joining the consultation. Within telehealth consultations, personal/confidential patient information will be safeguarded according to the same principles as face-to-face consultations.

Telehealth consultations use widely available software, aiming to ensure security and privacy. Telehealth consultations use encryption and secure connections as far as possible, but no liability can be accepted for a breach of security (e.g. due to the client's own internet connection). Clients are responsible for ensuring that their own computer, tablet or smartphone, and internet connection are updated, password-protected and virus-protected where applicable. No responsibility can be accepted for any disruption to the internet or phone service during a teletherapy consultation, but every effort will be made to rejoin the interaction.

When preparing personalized communication resources, it is often necessary to share personal client information. Photos and client-specific information are normally shared between therapist and client/carer only, reducing any risk to vulnerable clients. Such sharing will usually be done via email, or by post if appropriate.

Sessions will not be recorded without the client's permission. Where clients are unable to give informed consent, carer permission will be accepted. Photographs/videos of clients and/or carers will not be used on the New Pathways website or for purposes outside direct therapy unless they have given specific written consent using the 'Consent for use of photos & video' form: *'N-PPicturesConsentFormApril2018.docx'*.